



Job Description

JOB TITLE

Quality Assessor

REPORTING TO

Head of Homeowner Services

WORKING HOURS

37.5 hours a week with 30 minutes unpaid lunch. The usual working week is Monday to Saturday and some "out of hours" working and flexibility to meet demand may also be required

PLACE OF WORK

Home based with regular travel to properties for grading and to our offices as required. Other travel further afield may be required e.g. for training or to cover other parts of the region.

Role summary

A great eye for detail, this role is one that assesses our homeowner's properties against our own Original Cottages Quality Assessment scheme.

Our Assessors have the great job of making sure that homeowners, both new and existing, have an annual review of their property undertaken.

Adept at building rapport but also comfortable challenging our homeowners to continually improve their properties to meet the ever changing marketplace and increase potential returns on their investment.

Key responsibilities

Business performance

- Contribute to delivering the regional quality assessment target
- Work to agreed key performance indicators (KPIs)

Operational delivery & administration

Assessment visits and liaison with homeowners

- Plan and organise visits to new properties for their initial assessment and grading
- Plan and organise annual review visits to existing properties
- Carry out property assessments and determine grading in line with the Original Cottages Quality Assessment Scheme
- Provide advice and feedback to owners regarding levels of assessment in order to achieve the optimum grading for their property
- Submit well-written reports to homeowners which detail assessment visits and grading, outline areas for improvement and agree realistic timescales
- Complete all records relating to assessment visits and grading in line with agreed company best practice
- Promote our Property Management Services to homeowners, providing full information on the services that we can offer
- Organise production, delivery and installation of grading plaques

Liaison with other teams

- Liaise with the Account Management Team on quality issues and recommendations
- Agree next steps for specific properties with dedicated Account Manager
- Work with colleagues in the Homeowner Services Team to arrange appointments, any accompanied visits and agreed actions after visits
- Share relevant information with the Homeowner Services Team and ensure that they are aware of any new or changing information in regards to the QA scheme
- Work closely with other areas of Homeowner Services and Property Recruitment
- Liaise with PMS teams to alert them of potential business opportunities with our homeowners

Training

- Undertake required training and development (eg Quality Assessment Scheme moderation)

Responsibilities for everyone in the *Original Cottages* family

- Support and promote the company’s purpose, vision and values, using them to underpin your working practice
- Work collaboratively, constructively and courteously with your immediate team and colleagues across the business
- Use IT systems and equipment effectively, in line with company policy and agreed best practice
- Adhere to all relevant workplace regulations, policies and procedures, including those relating to equality and diversity, health and safety and data protection
- Undertake any other tasks that may reasonably be requested, including contributing to business projects

Person specification - *our perfect candidate...*

Experience & knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Proven track record of exceeding sales targets • Experience working in a sales environment 	<ul style="list-style-type: none"> • Experience within the holiday letting industry

Skills

Essential	Desirable
<ul style="list-style-type: none"> • Strong selling skills • Strong interpersonal skills • Customer centered approach • Strong time management • Great networking skills • Fabulous objection handling skills • Natural closer • Excellent oral and written English 	<ul style="list-style-type: none"> • WALES only - Fluency in Welsh (spoken and written)

Qualifications

Essential	Desirable



<ul style="list-style-type: none"> • A good general standard of education, including GCSE English and maths 	<ul style="list-style-type: none"> • A good general standard of education, to at least A level or equivalent
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Personal attributes

Essential	Desirable
<ul style="list-style-type: none"> • Focussed on, and motivated by, targets, results and performance 	

Key Performance Indicators - how we *measure* success...

- Completion of portfolio on annual basis against target
- Average time to complete assessment of new properties
- Control of budget (Income and expenditure)
- Accuracy of assessments against Original Cottages scheme criteria